

FSA-441C  
(03-27-13)Farm Service Agency  
Aerial Photography Field Office

## APFO SERVICE QUALITY SURVEY

**PRA Disclosure Statement** – According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0560-0176. The time required to complete this information collection is estimated to average five (5) minutes per response. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: USDA - FSA Aerial Photography Field Office, Attn: Customer Service Supervisor, 2222 West 2300 South, Salt Lake City, Utah 84119-2020.

Aerial Photography Field Office  
2222 W 2300 S  
Salt Lake City, Utah  
USA  
84119-2020  
Phone: 801-844-2922  
Fax: 801-956-3653  
<http://www.apfo.usda.gov>

## Dear Valued Customer:

As part of our ongoing effort to improve our service, I invite you to participate in this Service Quality Survey.

We hope your recent experience has been a good one, but whether your opinion is positive or negative, we'd like to hear from you. **Your opinion is extremely important to us.**

If it would be more appropriate for another person to complete this survey, please pass it along to them. Responses can be submitted on site, faxed to (801) 956-3653 (Attention: Customer Service Supervisor), or online at [http://www.surveymonkey.com/s/fsa\\_441c\\_apfo\\_service\\_quality](http://www.surveymonkey.com/s/fsa_441c_apfo_service_quality) (preferred method). You may also complete, save, and email this form directly to [apfo.sales@slc.usda.gov](mailto:apfo.sales@slc.usda.gov) or by visiting <http://www.apfo.usda.gov> and then click the "Forms" tab then the survey link after opening the document.

Sincerely,

Customer Service Section Supervisor

## COMPLETESURVEY

1. The Aerial Imagery Specialist helping me was:

2. Order Number (If available)

3. Email Address

4. As for Customer Service, I am treated with courteous/tactful behavior with timely and accurate products/service in a positive professional manner.

☐

Always

☐

Usually

☐

Seldom

5. Information or Communications are clear, correct, timely and presented in an understandable manner.

☐

Always

☐

Usually

☐

Seldom

6. My time spent researching or requesting help was time well spent as I received the product without requiring revisions

☐

Always

☐

Usually

☐

Seldom

7. Comments

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) Persons with disabilities, who wish to file a program complaint, write to the address below or if you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint, please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). USDA is an equal opportunity provider and employer.